

CLAIMS

1. A method for providing virtual mentoring to members of an organization, comprising:
- 5           determining knowledge needed for virtual mentoring by:
- conducting discussions with designated leaders of multiple disciplines and any advisory entity within the organization about the needed knowledge; and
- identifying Quality Management results/outcomes considered by the organization based on the discussions;
- 10           consulting experts on the identified QM results/outcomes within the organization to obtain each expert's individual experience and intellectual capital on the identified QM results/outcomes;
- acquiring additional knowledge needed for virtual mentoring through an exchange or extraction of information on designated topics that are presented in
- 15           designated communications with members of the organization;
- compiling detailed functional best practices and techniques of top functional experts based on the obtained individual experiences and intellectual capitals on the identified QM results/outcomes and the acquired additional knowledge;
- conducting text data mining of the organization for information relating to
- 20           needed knowledge and needed additional knowledge;
- providing predictive modeling of the mined text data; and
- leveraging the provided predictive modeling with QM results/outcomes, the detailed functional best practices, and the techniques of top functional experts to provide "just-in-time" training information to members of the organization based
- 25           each member's position and level of expertise within the organization.

2. The method of claim 1, wherein the step of consulting experts includes capturing from the experts the detailed functional best practices and techniques.

3. The method of claim 1, wherein the step of conducting discussions with designated leaders of multiple disciplines further comprises:  
obtaining insight and opinion from the designated leaders on capturing tribal knowledge within the organization.

4. The method of claim 1, wherein the step of determining knowledge needed for virtual mentoring further comprises:  
conducting discussions between selected ones of the designated leaders with focus groups of members of the organization to solicit feedbacks on the needed knowledge.

5. The method of claim 1, wherein the step of determining knowledge needed for virtual mentoring further comprises:  
conducting interactive discussions between a home office, information technology group, and focus groups of the organization on ways to achieve the QM results/outcomes.

6. The method of claim 1, wherein the step of acquiring additional knowledge needed for virtual mentoring further comprises:  
featuring a topic for a designated period of time;  
developing a knowledge access location so that key leadership of the organization is made available to members of the organization.

7. The method of claim 6, wherein the step of acquiring additional knowledge needed for virtual mentoring further comprises:

featuring one or more additional topics for the exchange or extraction of information from the additional topics among members of the organization.

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8. The method of claim 6, wherein the knowledge access location is a virtual or actual knowledge chat room.

9. The method of claim 6, wherein the knowledge access location is a virtual or actual bulletin board.

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10. The method of claim 1, wherein the just-in-time training information can be automatically provided to members of the organization at designated desired times and available for the members to retrieve as needed.

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11. The method of claim 10, wherein the just-in-time training information can be automatically provided via electronic pop-up menus on screens available to the members.

12. The method of claim 1 wherein the just-in-time training information includes an electronic on-line help mechanism on screens available to the members.

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